

WHAT IS CLAIMED IS:

1. A network based voice activated auto-attendant system comprising:
a voice activated auto-attendant service provider network including an enterprise voice directory, a database of voice directory grammars, and a media gateway having a telephony interface and a data interface; and
a data connector to receive data from a remote enterprise information system and to process the received data for use by the enterprise voice directory and the database of voice directory grammars.
2. The system of claim 1, wherein the data interface of the media gateway is a voice over internet protocol (VoIP) interface.
3. The system of claim 1, wherein a firewall is disposed between the data connector and the remote enterprise information system.
4. The system of claim 1, wherein the voice activated auto-attendant service provider network further comprises a voice search engine and a session manager, the voice search engine being responsive to the directory of voice grammars and the session manager being responsive to the enterprise voice directory.
5. The system of claim 4, wherein the voice activated auto-attendant service provider network further comprises a voice browser that is responsive to the session manager and responsive to the voice search engine.
6. The system of claim 5, wherein the voice browser is a voiceXML browser.
7. The system of claim 4, wherein the voice search engine is responsive to dynamically generated voice grammars provided by a dialog engine coupled to the enterprise voice directory.

8. The system of claim 1, wherein the voice activated auto-attendant service provider network further comprises an outgoing call agent in communication with the media gateway.

9. The system of claim 1, wherein the media gateway is coupled to a public switched telephone network (PSTN).

10. The system of claim 1, wherein the voice activated auto-attendant service provider network includes a data processor coupled to the enterprise voice directory and coupled to the data connector.

11. The system of claim 1, wherein a second data connector is coupled to the remote enterprise information system and wherein the second data connector is remotely located with respect to the data connector.

12. The system of claim 11, wherein the second data connector is coupled to the enterprise information system via a virtual private network connection.

13. The system of claim 12, further comprising a secured website, the secured website coupled to the data connector via a firewall, the secured website also coupled to the world wide web.

14. A method of processing enterprise information system data for use by a voice activated auto-attendant service network, the method comprising:

provisioning a network based voice activated auto-attendant service via a web interface including downloading a platform independent business to business (B2B) connector package;

interacting with the connector package via a sequence of data modeling steps;

selecting a connector based on an enterprise information system data source;

configuring the selected connector;

encrypting XML data files using an encryption key issued by a network based voice activated auto-attendant service provider;

uploading the encrypted XML data files to a secured website hosted on a voice activated auto-attendant service provider network; and

parsing the encrypted XML data files at a data processor within the network based voice activated auto-attendant service system to construct a voice directory and to create a first database and to create a second database, the first database and the second database being configured for run-time access of the voice activated auto-attendant system.

15. The method of claim 14, wherein the first database includes a plurality of enterprise voice directories and wherein the second database includes a plurality of pre-compiled voice directory grammars.

16. The method of claim 14, further comprising retrieving a record from the voice directory, the record including a record type field, a directory identifier field, a name field, a location field, a department field, a supervisor link field, a subordinate link field, a universal resource locator field associated with a virtual attendant, and a peer link field.

17. The method of claim 16, wherein the name field defines a name of an employee of an enterprise.

18. The method of claim 14, wherein a first voice directory is created in response to a first set of corporate data for a first enterprise and a second voice directory is created in response to a second set of corporate data for a second enterprise, and wherein the first voice directory and the second voice directory are each stored at the network based voice activated auto attendant system.

19. The method of claim 18, wherein the first set of corporate data is converted from a first format to a common data schema and the second set of corporate data is converted from a second format to the common data schema.

20. The method of claim 14, wherein a voice search engine retrieves records from the first voice directory in response to an incoming call request.

21. The method of claim 14, further comprising processing an incoming call using the voice activated auto attending system.

22. A method of providing a computer-assisted voice service, the method comprising:

receiving a first set of computer system data from a first enterprise information system via a first intermediate data connector;
converting the first set of corporate data to define a first set of voice directory data;
loading the first set of voice directory data onto a hosted voice services platform;
providing an automated interactive voice service to a plurality of external callers using the hosted voice services platform for a plurality of calls;
creating and storing a call record for each of the plurality of calls handled by the hosted voice services platform; and
generating a bill based on at least one of the call records.

23. A method of processing data, the method comprising:

coupling a first set of corporate data from a first enterprise information system to a first connector;
converting the first set of corporate data to define a first set of voice directory converted data;
loading the first set of voice directory data onto a hosted voice services platform;
and
providing an automated interactive voice service to external callers using the hosted voice services platform.

24. The method of claim 23, further comprising new line IP coupling a second set of corporate data from a second enterprise information system to a second connector;
converting the second set of corporate data to define a second set of voice directory converted data; and
loading the second set of voice directory data onto the hosted voice services platform.

25. The method of claim 24, further comprising routing a first set of incoming calls to a voice service having access to the first set of voice directory data and routing a second set of calls to a voice service having access to the second set of voice directory data.

26. The method of claim 25, wherein the first set of calls includes voice over internet protocol (VoIP) calls and circuit-switched telephone calls.

27. The method of claim 23, further comprising sending a bill to a first enterprise associated with the first enterprise information system, the bill including data indicating the number of calls processed by the hosted voice services platform on behalf of the first enterprise.

28. The method of claim 27, further comprising sending a bill to a second enterprise associated with the second enterprise information system, the bill including data indicating the number of calls processed by the hosted voice services platform on behalf of the second enterprise.

29. The method of claim 23, wherein the first data connector is selected from one of an LDAP type connector and an XML type connector.

30. A method of launching multiple outbound calls, the method comprising:
receiving a voice command from a user of a network service; and
retrieving a voice directory data record having a type field and a downlink field,
the voice directory record identified in response to receiving the voice
command, the type field configured to trigger the network service to make
multiple outbound calls concurrently to callers identified by the downlink
field in the voice directory data record.